



**GOVERNMENT OF INDIA  
CENTRAL PUBLIC WORKS DEPARTMENT**



**TENDER DOCUMENT FOR**

**Name of Work: Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

**NIT No: 40/2026-27/EE (E)/PHEWD/V**

**Issued by**

**THE ASSISTANT ENGINEER (E)-V,  
PARLIAMENT HOUSE ELECTRICAL WORKS DIVISION,  
CENTRAL PUBLIC WORKS DEPARTMENT**



**Name of Work: Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

## **I N D E X**

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**Assistant Engineer (E)-V  
PHEWD, CPWD,  
New Delhi**

**INFORMATION AND INSTRUCTIONS FOR CONTRACTORS FOR e-TENDERING FORMING PART OF BID DOCUMENT AND TO BE POSTED ON WEBSITE**

The Assistant Engineer (E)-V, Parliament House Electrical Works Division, CPWD, New Delhi (Ph:011-23082300, E-mail id: [ae5phewd@yahoo.com](mailto:ae5phewd@yahoo.com) on behalf of President of India invites online Percentage rate tenders in single bid from OEM/ Authorized service provider of Databyte Make: -

| S. No. | NIT No.                   | Name of work & Location                                                                                           | Estimated cost put to tender | Earnest Money | Period of Completion | Last date & time of Submission of bid, Earnest money deposit other documents as Specified in the NIT | Time & date of opening of PQ Bid |
|--------|---------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------|---------------|----------------------|------------------------------------------------------------------------------------------------------|----------------------------------|
| 1      | 2                         | 3                                                                                                                 | 4                            | 5             | 6                    | 7                                                                                                    | 8                                |
| 1      | 40/2026-27/EE (E)/PHEWD/V | Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception. | Rs. 2,55,316/-               | Rs. 5,106/-   | 12 Months            | 20.07.2026 upto 15:00 hours                                                                          | 20.07.2026 upto 15:30 hours      |

- OEM / Authorized Service Provider of Databyte make shall be eligible to apply. Joint ventures are not accepted.
- The intending bidder must read the terms and conditions of CPWD-6 carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents required.
- Information and Instructions for bidders posted on website shall form part of bid document.
- The bid document consisting of plans, specifications, the Schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website <https://etender.cpwd.gov.in> OR <https://cpwd.gov.in> free of cost.
- But the bid can only be submitted after deposition of original EMD either in the office of Executive Engineer inviting bids or division office of any Executive Engineer, CPWD within the period of bid submission and uploading the mandatory scanned documents such as **Insurance Surety Bonds, Account Payee Demand draft or Bankers Cheque or Fixed Deposit Receipts or/ and Bank Guarantee (for balance amount as prescribed) from any of the Commercial Bank towards EMD in favour of Executive Engineer (E), PHEWD, CPWD, New Delhi,** receipt for deposition of original EMD to division office of any Executive Engineer (including NIT issuing EE/ AE), CPWD and other documents as specified.
- Those contractors not registered on the website mentioned above, are required to get registered beforehand. If needed they can be imparted training on online tendering process as per details available on the website.
- The intending bidder must have valid class-III digital signature to submit the bid.
- On opening date, the contractor can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
- Contractor can upload documents in the form of JPG format and PDF format.
- Contractor must ensure to quote rate of each item. The column meant for quoting rate in figures

appears in pink colour and the moment rate is entered; it turns sky blue.

In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as "0".

Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as "0" (ZERO).

**LIST OF DOCUMENTS TO BE SCANNED AND UPLOADED WITHIN THE PERIOD OF BID SUBMISSION:-**

1. **Account Payee Demand Draft** / Bankers Cheque / FDR/ **Insurance Surety Bonds**/ Bank Guarantee of any **Commercial Bank** against EMD.
2. Copy of **receipt for deposition of original EMD** issued from division office of any Executive Engineer/Assistant Engineer, CPWD.
3. Scan copy of OEM Certificate.

**OR**

Scan copy of authorization certificate issue by OEM on original letter head of OEM (i.e. M/s Databyte make).

4. Certificate of ERP Training.  
In case of non-enlisted contractors being first lowest in any of the tender then either himself or his authorized representative shall take compulsory ERP (Enterprise Resource Planning) training through any of the CPWD Regional Training Institutes (RTIs) at Delhi, Mumbai, Chennai and Kolkata, National CPWD Academy (NCA) Ghaziabad, Training arranged by Graduates of ERP "Train the Trainers Programmer" conducted by NCA, Ghaziabad or through any other special training arranged by ERP unit of CPWD within two months from the date of issue of Intent Letter. Training will be valid only when participants are registered in LMS (Learning Management System) of ERP and certificate is issued through LMS of ERP. Failure to do so, a recovery of Rs. 10,000/- per week shall be made from the R/A bill without any show cause notice in this regard.
5. GST Registration Certificate if already obtained by the bidder.
6. E-mail and mobile no. of the firm/ agency on the letter head of firm/ agency (For making correspondence).

## **Receipt of deposition of original EMD**

(Receipt No..... / Date.....)

1. **Name of work: Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**
2. **NIT No: 40/2026-27/EE (E)/PHEWD/V**
3. **Estimated Cost: Rs. 2,55,316/-**
4. **Amount of Earnest Money Deposit: Rs. 5,106/-**
5. **Last date of submission of bid: 20.07.2026 upto 15:00 Hrs.**

**(To be filled by EMD receiving EE AE(P)/AE/AAO)**

1. **Name of Contractor: - .....**
2. **Form of EMD: - .....**
3. **Amount of Earnest Money: - .....**
4. **Date of Submission of EMD: - .....**

**Signature, Name and Designation of EMD  
Receiving officer (EE/AE (P)/AE/AAO)  
Along with office stamp**

## **CPWD-6 FOR e-TENDERING**

1. Percentage rate tenders are invited on behalf of President of India in Single bid system from **OEM/ Authorized service provider of Databyte Make: Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

~~The enlistment of the contractors should be valid on the last date of submission of tenders.~~

~~In case the last date of submission of tender is extended, the enlistment of contractor should be valid on the original date of submission of tenders.~~

The work is estimated to cost **Rs. 2,55,316/-**-This estimate, however, is given merely as a rough guide.

To become eligible for issue of bid, the bidders shall have to furnish an affidavit as under: -

I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back-to-back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for bidding in CPWD in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/ Performance Guarantee. (Scanned copy to be uploaded at the time of submission of bid)

When bids are invited from non-CPWD contractors and CPWD class-II contractors as per provisions of clause 1.2.1 above, it will be mandatory for non-CPWD contractors and CPWD class-II contractors to upload the work experience certificate(s) and the affidavit as per the provisions of clause 1.2.2.

But for such bids, Class-I contractors of CPWD are eligible to submit the bids without submission of work experience certificate and affidavit. Therefore, CPWD class-I contractors shall upload two separate letters for experience certificate and affidavit that these documents are not required to be submitted by them. Uploading of these two letters is mandatory otherwise system will not clear mandatory fields.

2. Agreement shall be drawn with the successful tenderer on prescribed Form No. CPWD 7 which is available as a Govt. of India Publication. Tenderer shall quote his rates as per various terms and conditions of the said form which will form part of the agreement.
3. The time allowed for carrying out the work will be **12 Months** from the date of start as defined in schedule 'F' or from the first date of handing over of the site, whichever is later, in accordance with the phasing, if any, indicated in the tender documents.

4. The site for the work is available.

OR

The site for the work shall be made available in parts as specified below: -

.....N/A.....

5. The tender document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents except Standard General Conditions of Contract Form can be seen from website <https://etender.cpwd.gov.in> OR <https://cpwd.gov.in> free of cost.
6. After submission of the bid the contractor can re-submit revised bid any number of times but before last time and date of submission of tender as notified.
7. While submitting the revised bid, contractor can revise the rate of one or more item(s) any number of times (he need not re-enter rate of all the items) but before last time and date of submission of tender as notified.
8. When tenders are invited in three stage system and if it is desired to submit revised financial bid then it shall be mandatory to submit revised financial bid. If not submitted then the tender submitted earlier shall become invalid.

9. Earnest Money in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (for balance amount as prescribed) from any of the Commercial Banks (**drawn in favour of Executive Engineer (E), PHEWD, CPWD, New Delhi.**) shall

be scanned and uploaded to the e-Tendering website within the period of bid submission. The original EMD should be deposited either in the office of Executive Engineer inviting bids or division office of any Executive Engineer, CPWD within the period of bid submission. The EMD receiving Executive Engineer (including NIT issuing EE/AE) shall issue a receipt of deposition of earnest money deposit to the bidder in a prescribed format (enclosed) uploaded by tender inviting EE in the NIT.

A part of .....of Bank Guarantee of any **Commercial** Bank having validity for six months or more from the last date of receipt of bids which is to be scanned and uploaded by the intending bidders.

**The earnest money given by all the tenderers except the lowest tenderer shall be refunded immediately after the expiry of stipulated bid validity period or immediately after acceptance of the successful bidder, whichever is earlier. However, in case of two/ three bid system, earnest money deposit of bidders unsuccessful during technical bid evaluation etc. should be returned within 30 days of declaration of result of technical bid evaluation.**

Copy of Enlistment Order and certificate of work experience and other documents as specified in the press notice shall be scanned and uploaded to the e-tendering website within the period of tender submission. However, certified copy of all the scanned and uploaded documents as specified in press notice shall have to be submitted by the lowest bidder only within a week physically in the office of tender opening authority.

Online bid documents submitted by intending bidders shall be opened only of those bidders, **who's original EMD deposited with any division of CPWD and other documents scanned and uploaded are found in order.**

The bid submitted shall be opened on **20.07.2026 at 15:30 Hrs.**

10. The bid submitted shall become invalid if:

(i) The bidders are found ineligible.

(ii) **The bidders does not deposit original EMD with division office of any Executive Engineer, CPWD.**

(iii) The bidder does not upload all the documents (including GST registration) as stipulated in the bid document **including the copy of receipt for deposition of original EMD.**

(iv) If any discrepancy is noticed between the documents as uploaded at the time of submission of bid and hard copies as submitted physically by the lowest bidder in the office of tender opening authority. (Modified vide OM No. DG/MAN/328 Dtd. 04.01.2016).

(v) If a tenderer quote 'Nil' rates against each item in item rate tender or does not quote any percentage above/below on the total amount of the tender or any section/ subhead in percentage rate tender, the tender shall be treated as invalid and will not be considered as lowest tenderer.

11. The contractor whose bid is accepted will be required to furnish performance guarantee at specified percentage of the tendered amount as mentioned in schedule E and within the period specified in Schedule F. This guarantee shall be in the form of insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the Commercial Banks in accordance with the prescribed form. In case the contractor fails to deposit the said performance guarantee within the period as indicated in Schedule 'F'. Including the extended period if any, the Earnest Money deposited by the contractor shall be forfeited automatically without any notice to the contractor. The earnest money deposited along with bid shall be returned after receiving the aforesaid performance guarantee. **The contractor whose bid is accepted will also be required to furnish either copy of applicable licenses/registrations or proof of applying for obtaining labour licenses, registration with EPFO, ESIC and BOCW Welfare Board and Programmed Chart (Time and Progress) Within the period specified in schedule F.**

12. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders as to the nature of the ground and sub-soil (so far as is practicable), the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The tenderer shall be responsible for arranging and maintaining at his own cost all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plant, etc. will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
13. The competent authority on behalf of the President of India does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.
14. Canvassing whether directly or indirectly, in connection with tenderers is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.
15. The competent authority on behalf of President of India reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rate quoted.
- ~~16. The lowest tenderer shall submit along with the performance guarantee after the acceptance of tender, an individual undertaking from the OEM that:~~
  - ~~a) The OEM shall unconditionally support the lowest tenderer technically throughout the execution of contract i.e. Two Years.~~
  - ~~b) OEM shall declare availability of the spares required whenever needed for healthy functioning of the equipment.~~
18. The tender for the works shall remain open for acceptance for a period of ~~thirty (30) days from the date of opening of tenders in case of single bid system~~ / Seventy-Five (75) days from the date of opening of technical bids in case tenders are invited for on 2 or 3 bid / envelop-system (strike out as the case may be). If any tenderer withdraws his tender before the said period or issue of letter of acceptance, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the department, then the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further the tenderer shall not be allowed to participate in the retendering process of the work.
19. This notice inviting Tender shall form a part of the contract document. The successful bidder/contractor, on acceptance of his bid by the Accepting Authority shall within 10 Days from the stipulated date of start of the work, sign the contract consisting of: -
  - a) The Notice Inviting Bid, all the documents including additional conditions, specifications and drawings, if any, forming part of the tender as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
  - b) Standard C.P.W.D. Form 8 or other Standard C.P.W.D. Form as applicable.
20. The intending bidders are required to update their profile in CPWD e- tender portal and to upload their bids well in advance of last date of submission of tender. Any issue related to updating profile/uploading tender can be resolved through the concerned Executive Engineer/ Assistant Engineer ((Phone no. 011-23082968/2343, e-mail Id [deleeeepwed1.cpwd@nic.in](mailto:deleeeepwed1.cpwd@nic.in) /[pwed1cpwd@yahoo.com](mailto:pwed1cpwd@yahoo.com) or ERP help line no. 18001803286 or e-mail Id [cpwd.support@techmahindra.com](mailto:cpwd.support@techmahindra.com) . The e- tendering bidders are also advised not to wait to raise any issues till the last date of submission of bid in their own interest.

**20A. INFORMATION AND INSTRUCTIONS FOR CONTRACTORS FOR E- TENDERING**  
**5 FORMING PART OF NIT AND TO BE POSTED ON WEBSITE**

1. In case of e-tendering the entire NIT along with all necessary documents is to be uploaded which can be viewed and downloaded by the intending bidder free of cost. Therefore, the existing form of Press Notice has been modified since it is no more to be published in newspapers and named as information and instructions for Contractors which will form part of NIT and to be uploaded on ITI website.
2. After submission of the bid the contractor can re-submit revised bid any number of times but before last time and date of submission of tender as notified.
3. While submitting the revised bid, contractor can revise the rate of one or more item(s) any number of times (he need not re-enter rate of all the items) but before last time and date of submission of tender as notified.
4. When tenders are invited in three stage system and if it is desired to submit revised financial bid then it shall be mandatory to submit revised financial bid. If not submitted then the tender submitted earlier shall become invalid.
5. For works (excluding specialized works) costing up to tendering limit of class-I contractors open tenders are invited where sometimes non-CPWD contractors and class-II CPWD contractors are also allowed to participate which requires uploading of additional documents such as certificates of work experience and affidavit that the eligible similar work(s) has not been executed through another contractor on back-to-back basis.  
Under such situation it will be mandatory for non-CPWD contractors and class-II contractors enlisted with CPWD to upload the work experience certificate(s) and the affidavit that the eligible similar work(s) has not been executed through another contractor on back-to-back basis.  
Class-I contractors of CPWD are eligible to submit the bids without submission of work experience certificate and affidavit. Therefore, CPWD class-I contractors shall upload two separate letters for experience certificate and affidavit that these documents are not required to be submitted by them. Uploading of these two letters is mandatory otherwise system will not clear mandatory fields.
6. **The contractors can deposit original EMD either in the office of Executive Engineer inviting bids or division office of any Executive Engineer, CPWD within the period of bid submission. The contractor shall obtain the receipt of EMD from the concerned Executive Engineer in the prescribed format uploaded by NIT issuing Executive Engineer.**  
The bid document as uploaded can be viewed and downloaded free of cost by anyone including intending bidder. But the bid can only be submitted after uploading the mandatory scanned documents such as Account Payee Demand Draft / Banker's Cheque / FDR/ Insurance Surety Bonds/ Bank Guarantee of any **Commercial Bank** towards EMD in favour of respective Executive Engineer, **copy of receipt of original EMD** and other documents specified in the press notice.

**GOVERNMENT OF INDIA**  
**CENTRAL PUBLIC WORKS DEPARTMENT**

STATE: DELHI

CIRCLE: PEWC

BRANCH: E&amp;M

DIVISION: PHEWD

ZONE: PEWZ

SUB DIVISION: V

**PERCENTAGE RATE TENDER & CONTRACT FOR WORKS**

(A) Tender for the work of:-

**Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

- (i) To be uploaded by 15:00 hours on **20.07.2026** at <https://etender.cpwd.gov.in> OR <https://cpwd.gov.in>
- (ii) To be opened in presence of tenderers who may be present at 15:30 hours on **20.07.2026** in the office of **The Assistant Engineer (E)-V, Parliament House Electrical Works Division, CPWD, New Delhi.**

**TENDER**

I/We have read and examined the notice inviting tender, schedule, A, B, C, D, E & F. Specifications applicable, Drawings & Designs, General Rules and Directions, Conditions of Contract, clauses of contract, Special conditions, Schedule of Rate & other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for the execution of the work specified for the President of India within the time specified in Schedule 'F', viz., schedule of quantities and in accordance in all respects with the specifications, designs, drawings and instructions in writing referred to in Rule-1 of General Rules and Directions and in clause 11 of the Conditions of contract and with such materials as are provided for, by, and in respects in accordance with, such conditions so far as applicable.

We agree to keep the tender open for Thirty **(30) days from the date of opening of price bids** and not to make any modifications in its terms & conditions.

I/We fail to commence work as specified, I/We agree that President of India or the successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance guarantee absolutely. The said Performance Guarantee shall be a guarantee to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to those in excess of that limit at the rates to be determined in accordance with the provision contained in Clause 12.2 and 12.3 of the tender form. Further, I/We agree that in case of forfeiture of Earnest Money or Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back-to-back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for tendering in CPWD in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Performance Guarantee.

I/We hereby declare that I/We shall treat the tender documents drawings and other records connected with the work as secret/confidential documents and shall not communicate information / derived there from to any person other than a person to whom I/We, am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the state.

|                                                                   |                                                                                                       |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Dated .....<br>Witness:-----<br>Address:-----<br>Occupation:----- | Signature of the Contractor Postal<br>Address -----<br>Telephone No.-----<br>FAX-----<br>E-MAIL ----- |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|

### ACCEPTANCE

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me for and on behalf of the President of India for a sum of Rs.\_\_\_\_\_/-(Rupees)

The letters referred to below shall form part of this contract Agreement:-

- (a) .....
- (b) .....
- (c) .....

Dated .....

For & on behalf of the President of India

Signature.....

Designation.....

## SCHEDULES

### SCHEDULE 'A'

Schedule of quantities, enclosed on separate sheets at **page No.20**

### SCHEDULE 'B'

**Schedule of materials to be issued to the contractor:**

| S.No.           | Description of item | Qty. | Rates in figures & words at which the material will be Charged to the contractor. | Place of issue |
|-----------------|---------------------|------|-----------------------------------------------------------------------------------|----------------|
| 1               | 2                   | 3    | 4                                                                                 | 5              |
| ----- NIL ----- |                     |      |                                                                                   |                |

### SCHEDULE 'C'

**Tools and plants to be hired to the contractor:**

| S. No.          | Description | Hire charges per day | Place of issue |
|-----------------|-------------|----------------------|----------------|
| 1               | 2           | 3                    | 4              |
| ----- NIL ----- |             |                      |                |

### SCHEDULE 'D'

**Extra schedule for specific requirements / documents for the : NIL work, if any.**

### SCHEDULE 'E'

|                                             |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reference to General Conditions of contract | : | <b>General Conditions of Contract 2023 (Maintenance Works) with amendments issued up to date of issue of tender.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Name of work                                | : | <b>Comprehensive Annual Maintenance of Queue Management System installed at South Utility &amp; North Utility Reception.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Estimated cost of work                      | : | <b>Rs. 2,55,316/-</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| (i) Earnest money Deposit                   | : | <b>Rs. 5,106/- (To be returned after receiving of PG)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| (ii) Performance Guarantee                  | : | <b>a) 5% of tendered Value or Estimated Cost Put to tender (ECPT) (whichever is higher).<br/>b) Where the tendered amount is less than eighty percent (80%) of the Estimated Cost Put to Tender (ECPT), the Performance Guarantee, in addition to the required under (a) above, shall be increased by an amount equal to the difference between eighty percent (80%) of the ECPT and the tendered amount.</b><br><br><i>(Vide Office Order No. DG/CON/Maintenance 2023/18, Dated: 27.02.2026 and Issue from file No. CSQ/CM/17(1)/2026/ Maintenance e-file 9212995 (DFA/9365660)</i> |
| (iii) Security deposit                      | : | <b>2.5% of tendered Value.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

### SCHEDULE 'F': -

**General Rules & Directions: -**

|                          |   |                                                          |
|--------------------------|---|----------------------------------------------------------|
| Officer inviting tender: | : | <b>Assistant Engineer (E)-V, PHEWD, CPWD, New Delhi.</b> |
|--------------------------|---|----------------------------------------------------------|

**Definitions:**

|                                                                                            |   |                                                                                                                   |
|--------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------|
| 2 (v) Engineer-in-Charge                                                                   | : | Assistant Engineer (E)-V, PHEWD, CPWD, New Delhi.                                                                 |
| 2 (viii) Accepting Authority                                                               | : | AE(E)/EE(E), PHEWD, CPWD, New Delhi.                                                                              |
| 2 (x) Percentage on cost of materials and labour to cover all overheads and profits.       | : | 15%                                                                                                               |
| 2 (xi) Standard schedule of Rates                                                          | : | Market Rate                                                                                                       |
| 2 (xii) Department                                                                         | : | CPWD                                                                                                              |
| 9 (ii) Standard CPWD contract form General Conditions of Contract Maintenance of Work 2023 | : | CPWD General Specifications for Electrical works & amended up to date and additional terms & Conditions attached. |

**Clause 1**

|                                                                                                                                                                                                                                                                                                                                                                                                              |   |         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------|
| (i) The contractor shall submit an irrevocable performance Guarantee as mentioned in Schedule 'E', in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provisions in the contract) within period specified in Schedule 'F', from the date of issue of letter of acceptance. .... | : | 07 Days |
| (ii) Time allowed for submission of Performance Guarantee, <b>Programmed Chart (Time and Progress) and applicable labour licenses, registration with EPFO, ESIC, and BOCW Welfare Board or proof of applying thereof from the date of issue of letter of acceptance.</b>                                                                                                                                     | : |         |
| (v) Maximum allowable extension with late fee 0.1% per day of Performance Guarantee amount beyond the period Provided in (i) above.                                                                                                                                                                                                                                                                          | : | 03 Days |

**Clause 2**

|                                                    |   |                                                     |
|----------------------------------------------------|---|-----------------------------------------------------|
| Authority for fixing compensation under clause – 2 | : | Superintending Engineer (E), PEWC, CPWD, New Delhi. |
| <b>Clause 2A</b>                                   | : |                                                     |
| Whether Clause 2A shall be applicable              | : | N/A                                                 |

**Clause 5**

Number of days from the date of issue of : **10 days**  
letter of acceptance for reckoning date of  
Start

**MILE STONE (S) AS PER TABLE GIVEN BELOW****Table of Milestone (s)**

| S.No.          | Description of Milestone (Physical) | Time allowed in days (from date of start) | % Amount of tendered cost to be with-held in case of non achievement of milestone |
|----------------|-------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------|
| -----NIL ----- |                                     |                                           |                                                                                   |

Time allowed for execution of work : **12 Months**

**Authority to decide:**

|                                                                           |   |                                                     |
|---------------------------------------------------------------------------|---|-----------------------------------------------------|
| (i). Extension of time                                                    | : | Superintending Engineer (E), PEWC, CPWD, New Delhi. |
| (ii). Rescheduling of milestones                                          | : | Superintending Engineer (E), PEWC, CPWD, New Delhi. |
| (iii). Shifting of date of start in case of delay in handing over of site | : | Superintending Engineer (E), PEWC, CPWD, New Delhi. |

**Clause 5A**

Clause applicable – (5A) : **Applicable**

**Clause 6:-**

|                                                                        |   |         |
|------------------------------------------------------------------------|---|---------|
| Computerized Measurement Book (CMB)/ Electronic Measurement Book (EMB) | : | CMB/EMB |
| Mode of Measurement                                                    | : | CMB/EMB |

**Clause 7:-**

Gross work to be done together with net payment / adjustment of advances for material collected, if any, since the last such Payment for being eligible to interim payment.

**Clause 7 A:-**

Whether Clause 7A shall be applicable. : **Yes**

**Clause 10A:-**

List of testing equipment to be provided by the contractor at site lab. : Standard equipment's required as per OEM recommendation

**Clause 10 – B (ii):-**

Whether clause 10-B(ii) shall be applicable : **No**

**Clause 10C - Component of labour expressed as percent of value of work: 45%**

|                       |                                            |                                                                                                                                               |                                                                  |
|-----------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| <b>Clause 10 CA</b>   | <b>Materials covered under this clause</b> | <b>Nearest material (other than cement, reinforcement bars and structural steel) for which All India Wholesale price index to be followed</b> | <b>Base price of all the materials covered under clause 10CA</b> |
| <b>Not Applicable</b> |                                            |                                                                                                                                               |                                                                  |

**Clause 10CC: -**

Clause 10CC to be applicable in contracts :  
with stipulated period of completion  
exceeding the period shown in next column.

**Not Applicable**

Schedule of component of other Materials,

Labour, POL etc. for price escalation.

Component of civil (Except materials covered under clause 10 CA)/ Electrical Construction materials expressed as percent of total value of work. Xm%

Component of labour expressed as percent of total value of work. Y% Not applicable

Component of POL expressed as percent of total value of work. Z%

**Clause 11:-**

Specifications to be followed for execution of work : **CPWD General Specifications for Electrical works & amended up to date and additional terms & Conditions attached.**

**Clause 12** Type of work

**Maintenance Works**

|                             |   |                                                                                                       |
|-----------------------------|---|-------------------------------------------------------------------------------------------------------|
| <b>Clause 12.1. to 12.6</b> | : | <b>As per DG/CON/Maintenance 2023/03 Dated: 18.12.2023<br/>(Which shall be Part of NIT/Agreement)</b> |
|-----------------------------|---|-------------------------------------------------------------------------------------------------------|

**Clause 16:-**

Competent Authority for deciding reduced rates. **Superintending Engineer (E), PEWC, CPWD, New Delhi.**

**Clause 18** List of mandatory machinery tools & plants to be deployed by the contractor at site. **As per OEM's recommendation**

**Clause 19** The contractor shall obtain a valid license under the Contractor Labour (R&A) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 before the commencement of the work, and continue to have a valid license until the completion of the work.  
The contractor shall also comply with provisions of the Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979.

|                                                                                                                                                                           |                                 |                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------|
| <b>Clause 25: Conciliation and Arbitration for settlement of disputes shall contain the following officers: -</b><br>(In compliance to OM No. DG/SOP/22 Dated 02/08/2021) |                                 |                                            |
| <b>1</b>                                                                                                                                                                  | Conciliator                     | Chief Engineer (E), PEWZ, CPWD, New Delhi. |
| <b>2</b>                                                                                                                                                                  | Arbitrator Appointing Authority | Chief Engineer (E), PEWZ, CPWD, New Delhi. |
| <b>3</b>                                                                                                                                                                  | Place of Arbitration            | Delhi                                      |

Composition of Dispute Redressal Committee shall be as under:

**A) For Total claims above Rs 25 Lakh**

- i) Chairman ..... CE, NDZ-I, New Delhi.
- ii) Member Secretary...SE, PEWC, CPWD, New Delhi
- iii) Member-1 .....SE (Works-Cum-TLQA) Region Delhi.
- iv) Member-2.....SE, Delhi, Circle-7

**B) For Total claims below Rs 25 Lakh**

- i) Chairman ..... Director (Works – Cum TLC) NDR
- ii) Member ..... EE(E), PLEWD
- iii) Member ..... EE(E), PAEWD

**Clause 32**

**Requirement of Technical Representative(s) and Recovery Rates”:**

| S.No.     | Minimum Qualification of Technical Representative | Discipline            | Designation (Principal Technical/Technical Representative) | Minimum Experience | No. | Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of clause 32 (i) |                                   |
|-----------|---------------------------------------------------|-----------------------|------------------------------------------------------------|--------------------|-----|--------------------------------------------------------------------------------------------------------------------|-----------------------------------|
|           |                                                   |                       |                                                            |                    |     | Fig.                                                                                                               | Words                             |
| 1         | Graduate Engineer                                 | Electrical/Mechanical | Principal Technical Representative                         | 2 Years            | 1   | Rs.15,000/- Per Month                                                                                              | Rupees Fifteen Thousand per Month |
| <b>OR</b> |                                                   |                       |                                                            |                    |     |                                                                                                                    |                                   |
| 2         | Diploma Engineer                                  | Electrical/Mechanical | Principal Technical Representative                         | 5 Years            | 1   | Rs.15,000/- Per Month                                                                                              | Rupees Fifteen Thousand per Month |

Assistant Engineers retired from Government services that are holding Diploma will be treated at par with Graduate Engineers.

**Clause 38**

- (i) (a) Schedule/statement for determining theoretical quantity of cement & bitumen on the basis of printed by CPWD with up to date correction slips: - **N.A**
- (ii) Variations permissible on theoretical quantities:
  - a) Cement for works with estimated cost put to tender not more than Rs. 25 lakhs **N.A.**
  - for works with estimated cost put to tender more than Rs 25 lakh **N.A.**
  - b) Bitumen for all works. **N.A.**
  - c) Steel Reinforcement and structural steel sections for each diameter, section and Category. **N.A.**
  - d) All other materials. **Nil**

**RECOVERY RATES FOR QUANTITIES BEYOND PERMISSIBLE VARIATION**

| Sl. No        | Description of Item | Rates in figures and words at which recovery shall be made from the Contractor. |                                           |
|---------------|---------------------|---------------------------------------------------------------------------------|-------------------------------------------|
|               |                     | Excess beyond permissible variation                                             | Less use beyond the permissible variation |
| -----NIL----- |                     |                                                                                 |                                           |

## On non-judicial stamp paper of minimum Rs. 100

### (Guarantee offered by Bank to CPWD in connection with the execution of contracts) Form of Bank Guarantee for Earnest Money Deposit /Performance Guarantee/Security Deposit/Mobilization Advance.

1. Whereas the Executive Engineer ..... (name of division) ....., CPWD on behalf of the President of India (hereinafter called "The Government") has invited bids under .....(NIT number)..... dated ..... for ..... (name of work) ..... The Government has further agreed to accept irrevocable Bank Guarantee for Rs. .... (Rupees ..... only) valid upto ..... (date)\*..... as Earnest Money Deposit from ..... (name and address of contractor) .....(hereinafter called "the contractor") for compliance of his obligations in accordance with the terms and conditions of the said NIT.

OR\*\*

Whereas the Executive Engineer ..... (name of division) ....., CPWD on behalf of the President of India (hereinafter called "The Government") has entered into an agreement bearing number ..... with .....(name and address of the contractor) ..... (herein after called "the Contractor") for execution of work ..... (Name of work) ..... The Government has further agreed to accept an irrevocable Bank Guarantee for Rs. .... (Rupees ..... only) valid upto ..... (date)..... as Performance Guarantee/Security Deposit/Mobilization Advance from the said Contractor for compliance of his obligations in accordance with the terms and conditions of the agreement.

2. We, ..... (indicate the name of the bank) ..... (herein after referred to as "the Bank"), hereby undertake to pay to the Government an amount not exceeding Rs. .... (Rupees..... only) on demand by the Government within 10 days of the demand.
3. We, .....(indicate the name of the Bank) ....., do here by undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Contractor. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. .... (Rupees .....only).
4. We, ..... (indicate the name of the Bank) ....., further undertake to pay the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor in any suit or proceeding pending before any Court or Tribunal, our liability under this Bank Guarantee being absolute and unequivocal. The payment so made by us under this Bank Guarantee shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

5. We, ..... (indicate the name of the Bank) ....., further agree that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligation here under to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. We, ..... (indicate the name of the Bank) ....., further agree that the Government at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor at the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Government may have in relation to the Contractor's liabilities.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor.
8. We, ..... (Indicate the name of the Bank) ....., undertake not to revoke this guarantee except with the consent of the Government in writing.
9. This Bank Guarantee shall be valid up to ..... unless extended on demand by the Government. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. .... (Rupees ..... only) and unless a claim in writing is lodged with us within the date of expiry or extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.

Date.....

Witnesses:

1. Signature.....  
Name and address

Authorized signatory:

Name:

Designation:

Staff code no.

Bank seal

2. Signature .....  
Name and address:

\*Date to be worked out on the basis of validity period of 90 days where only financial bids are invited and 180 days for two/three bid system from the date of submission of tender. \*\*In paragraph 1, strike out the portion not applicable. Bank Guarantee will be made either for earnest money or for performance guarantee/security deposit/mobilization advance, as the case may be.

## **Schedule of Work**

**Name of Work: - Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

| <b>S. No.</b> | <b>Description of Items</b>                                                             | <b>Qty.</b> |      | <b>Rate</b> | <b>Unit</b> | <b>Amount</b>    |
|---------------|-----------------------------------------------------------------------------------------|-------------|------|-------------|-------------|------------------|
| 1             | Comprehensive Annual Maintenance of following components of Queue Management System:    |             |      |             |             |                  |
| a)            | Registration counter operator software.                                                 | 28          | Nos. | 2246.00     | Each        | 62888.00         |
| b)            | Master control unit (MCU) Server with required software (Make: Databyte, Model MCU-256) | 1           | Nos. | 192428.00   | Each        | 192428.00        |
|               | <b>Total</b>                                                                            |             |      |             |             | <b>255316.00</b> |

**Terms & Conditions attached:**

**Assistant Engineer (E)-V,  
PHEWD, CPWD**

## **TERMS & CONDITIONS**

**Name of Work: Comprehensive Annual Maintenance of Queue Management System installed at South Utility & North Utility Reception.**

1. The scope of the work includes the comprehensive maintenance & routine checking of following components of Queue Management System installed at South Utility & North Utility Reception: -
  - a) Registration counter operator software
  - b) Master control unit (MCU) Server with required software (Make: Databyte, Model MCU-256)
2. The maintenance contract shall cover the following.
  - a) Maintenance/servicing/operation/Tech support and prompt resolution of any system-related issues to minimize the downtime of Queue Management System.
3. The firm in writing shall confirm the name and complete address with telephone No. and e-mail of their service center, where complaint can be lodge.
4. The firm/contractor will be responsible for proper recording of all the parameters in the log book for the system, proper log book are to be maintained by the maintenance engineer for preventive maintenance, break down maintenance, as well as periodic inspections as per instruction of Engineer-in-charge and will be handed over to the officer in charge CPWD or his authorized representative on demand.
5. Sufficient stock of spare shall be kept at site, so that unserviceable material can be replaced same day.
6. Test equipment, cleaning materials, tools etc. shall be the responsibility of the contractor.
7. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. The original specification / system characteristics shall not be changed until and unless permission from the department is obtained in writing.
8. The firm/contractor shall have to provide tool at site of work for attending the minor faults and for which nothing shall be paid extra.
9. The contractor shall also provide necessary assistance to the department during testing of system if required or any experiment to be carried out.
10. The firm/contractor shall abide by the Parliament Security rules applicable from time to time.
11. The contractor shall maintain registers for comprehensive maintenance, routine maintenance, defect rectification record showing details of nature of work done and parts replaced/repared etc.
12. The quoted rates by the contractor should be inclusive all taxes.
13. Time allowed for execution of work 12 Months after award of work.

**Assistant Engineer (E)-V  
PHEWD, CPWD**